

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
SOCIAL WORK SUPERVISOR II	36	B	12.345
SOCIAL WORK SUPERVISOR I	35	B	12.352

SERIES CONCEPT

Within the Department of Human Resources, Social Work Supervisors function as the first line supervisor for a unit of Social Workers performing case management services; assign case work; provide training to new and experienced staff; review case plans; and advise staff concerning difficult or complex case management issues.

Incumbents assign cases based on consideration of worker's skill level, experience and current work load; continually monitor case activity and progress; and provide appropriate direction and intervention to ensure effective and efficient delivery of services, adequate progress toward case goals and compliance with agency policy and regulatory mandates.

Develop work performance standards and evaluate employee performance; apply principles of progressive discipline; monitor attendance; approve payment for expenses; and promote a harmonious work environment to ensure that standards of quality and quantity are met.

Develop formal and informal in-service training; refer subordinates to outside training; adjust work loads and schedules to meet training needs; and disseminate current professional literature to enhance the skills and abilities of subordinates, provide required continued education and increase effectiveness and efficiency of services to clients and the community.

Promote public awareness, support and participation in agency programs by developing and maintaining contacts with State, county and local community agencies and the media as well as individual providers of services. Conduct presentations, attend meetings, serve on panels and negotiate contracts to assist in meeting the specialized needs of clients and their families.

Resolve case management issues and problems of an immediate nature which, if left unattended, would disrupt normal work activities by identifying the magnitude and cause of the problem, conferring with administrative and subordinate staff and implementing a plan of correction to resolve or diminish the crisis and preserve a productive operation and positive public image.

Participate in assigned administrative tasks directly related to program planning, budget development and quality assurance through case load review, situational analysis and demographic data collection.

Incumbents may supervise one specialized program area or may supervise a combination of programs. Incumbents may be required to work weekends, evenings, and holidays in addition to normal working hours because of emergencies.

CLASS CONCEPTS

SOCIAL WORK SUPERVISOR II

Under general direction of a regional manager, Social Work Supervisor II's supervise a unit of Social Worker III's engaged in case management having a high proportion of complex and sensitive case work needs, i.e., child protective services, foster care and adoptions. Supervisory duties routinely require the review and monitoring of cases requiring application of advanced principles of the social work profession and case planning directives affect critically or chronically dysfunctional families and children whose welfare is at high risk. Incumbents regularly arbitrate conflicts and discrepancies of a sensitive and volatile nature involving the court system, foster parents, schools and law enforcement officials where a consensus regarding the appropriate course of action may be hard to obtain. Actions and decisions directly affect the safety and welfare of children at risk and extend to families, substitute care givers and other resources within community. Crisis intervention and objective evaluation may require incumbents to encounter potentially hostile and combative situations.

Incumbents in this class are distinguished from Social Work Supervisor I's in that the majority of the social work supervised involves case management related to child protective services, substitute care or adoptions.

SOCIAL WORK SUPERVISOR I

Under general direction of a regional manager, Social Work Supervisor I's supervise a unit of Social Worker II's. Incumbents review and monitor case management typically requiring the application of accepted social work techniques in generalized social programs such as in-home support services, independent living services and licensure reviews. Problem solving and case intervention is intended to assist clients to achieve their highest level of independence; enhance clients' social, physical or economic functioning; and/or provide significant advice used by the client or others in establishing mutually agreeable case plans. Interests of the client, the family, agency and community are generally in harmony and decisions provide positive affects on the social, physical and emotional well being of the individuals for whom services are provided.

MINIMUM QUALIFICATIONS

SOCIAL WORK SUPERVISOR II

EDUCATION AND EXPERIENCE:

One year of advanced journey level professional experience providing case management in child protective services, substitute care services and/or adoption services in a social work setting equivalent to a Social Worker III in Nevada State service.

LICENSE: Licensure or provisional licensure by the State of Nevada Board of Social Work Examiners as a Social Worker, Clinical Social Worker, independent Social Worker, or associate in social work is required at the time of appointment and for continuing employment.

MINIMUM QUALIFICATIONS (cont.)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or are needed to perform the work assigned.)

Working knowledge of federal and state statutes applicable to child welfare. Working knowledge of the dynamics of families who deprive, abuse or neglect their children. Working knowledge of the indicators of physical, sexual and emotional abuse in children. Working knowledge of the demands of the judicial system with respect to the custody of children.

Ability to apply and supervise advanced principles and techniques of social work to achieve unique solutions to critical problems.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of the effects of day care, foster care, group care and separations from family on individual behavior.

Ability to maintain composure, interact diplomatically and make effective decisions in confrontational situations. Ability to make timely decisions on controversial matters.

In addition, all knowledge, skills and abilities required at the lower level of the series.

SOCIAL WORK SUPERVISOR I

EDUCATION AND EXPERIENCE:

One year of journey level professional experience providing case management in generalized social programs such as in-home support services or independent living services in a social work setting equivalent to a Social Worker II in Nevada State service.

LICENSE: Licensure or provisional licensure by the State of Nevada Board of Social Work Examiners as a Social Worker, Clinical Social Worker, independent Social Worker, or associate in social work is required at the time of appointment and for continuing employment.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or needed to perform the work assigned.)

Working knowledge of the principles and practices of supervision. Working knowledge of related outside human services providers, their services, roles and responsibilities. Working knowledge of federal and state laws and regulations applicable to the program assignment. General knowledge of mental retardation, mental illness, substance abuse and the aging process and their affects on human behavior. Knowledge of practices and principles of supervision.

Ability to supervise subordinate staff including organizing work flow; delegating responsibility, conducting training; evaluating performance and administering necessary discipline.

MINIMUM QUALIFICATIONS (cont.)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

Working knowledge of the principles, practices and techniques of social work.

Ability to establish and maintain effective working relationships with co-workers, staff in other agencies and the public. Ability to read technical and legal documents at an interpretative level. Ability to write concise, logical, grammatically correct correspondence, reports and case narratives. Ability to make oral group presentations to provide information or explain procedures and policies. Ability to effectively interact with persons of various social, cultural, economic and educational backgrounds. Ability to establish rapport and gain the trust of others. Ability to mediate between contending parties or groups. Ability to negotiate; exchange ideas, information and opinions with others; formulate policies; and arrive jointly at decisions, conclusions or solutions. Ability to analyze information, situations, practices or procedures; identify relevant concerns, factors, patterns, or relationships; and recognize alternatives and their implications. Ability to organize material, information and people in a systematic way to optimize efficiency and reduce duplication of effort. Ability to coordinate services by determining the time, place and sequence of actions. Ability to set priorities which accurately reflect the relative importance of job responsibilities. Ability to work independently with minimum supervision. Ability to develop and maintain community resources and contracts.

SPECIAL NOTE: In order to meet the needs of each agency, the positions may require specialized backgrounds or skills which will be identified at the time of recruitment within the parameters of the class specifications.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>12.345</u>	<u>12.352</u>
ESTABLISHED:	7/1/93P	7/1/65
	10/23/92PC	
REVISED:	11/17/93UC	6/1/69
REVISED:		9/27/74
REVISED:		2/26/76
REVISED:		3/14/78-3
REVISED:		5/18/78-3
REVISED:		6/26/78-3
REVISED:		2/10/88-3
REVISED:		8/19/88-3
REVISED:		7/1/93P
		10/23/92PC
REVISED:		11/17/93UC